

Statement of Work for Janitorial Services at the Billings ATCT and Base Building:

GENERAL

- a. The scope of work under the proposed contract shall be that the contractor furnishes all personnel, equipment, material, supplies and supervision to provide complete janitorial service at the Airport Traffic Control Tower (ATCT) and Base Building at the Billings Logan International Airport in Billings, MT.
- b. The Billings ATCT and Base Building consist of a total of approximately 14,030 square feet (sq. ft.) of total floor space. 10,363 sq. ft. resides in the Base Building, (3,168 sq. ft. of Mechanical & Equipment Space, 748 sq. ft. of Air Traffic Space, and 6,447 sq. ft. of administrative floor space), 325 sq. ft. in the ATCT link, and 3,342 sq. ft. in the ATCT (450 sq. ft. in the ATCT Cab, 1,849 sq. ft. of Mechanical and Equipment Space, and a six story stairwell). All areas as described by this contract may be categorized as I) Administrative Space, II) Mechanical & Equipment Space, and III) Air Traffic Space.

The Billings ATCT and Base Building are located at:

Federal Aviation Administration
Billings Logan Airport Traffic Control Tower
1907 Terminal Circle
Billings, MT 59105

SERVICE REQUIREMENTS

- a. The facility areas will require service 3 days per week, between the hours of 7:00 AM and 3:30 PM. The service schedule shall be coordinated with the Contracting Officer's Technical Representative (COTR) unless specified otherwise.
- b. Holidays observed by Government employees during the term of this contract are as follows: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day. If the holiday falls on a Saturday, it is observed on Friday. If the holiday falls on Sunday, it is observed on Monday.

CONTRACTOR PERSONNEL

Project Manager:

- a. The Contractor shall provide a Project Manager/Supervisor who shall be responsible for the performance of the work. The name of this person and an alternate(s), who shall act for the contractor when the manager is absent, shall be designated in writing to the Contracting Officer (CO) prior to contract start date. The manager and assistant manager shall be knowledgeable and in complete control of the contract office files and records.
- 1) The project manager shall have full authority to act for the contractor on all matters relating to daily functions of the contract.

- 2) The project manager or alternate shall be available during normal duty hours to meet with COTR to discuss immediate problems. The project manager or alternate shall respond within 2 hours after notification. The Contractor shall provide a telephone number of the project manager.
- 3) The project manager shall be able to read, write, speak and understand the English language.

Contractor Employees:

- b. Within 24 hours after contract award, the Contractor shall submit to the COTR, a list of names of his/her employees who will be working at this facility and required completed security clearance forms. List shall include a supervisor's name appointed by the Contractor. Thereafter, the Contractor shall notify the COTR of any additions and terminations with 24 hours of such action.

STANDARDS OF CONDUCT

- a. The Contractor and his employees will be subject to all rules and regulations relative to entering and leaving the site. The selection, assignment, reassignment, transfer, supervision, management, and control of contractor employees in performance of this work statement shall be the responsibility and prerogative of the contractor; however, the contractor shall comply with the general intent and specific policies set forth in the performance work statement and in regulations of the FAA concerning conduct of employees as referenced herein. When the government directs, the Contractor shall restrict the employment under the contract or remove from performance on the contract any person who is identified as a potential threat to the health, safety, security or operation of the described facilities.
- b. All employees will be physically able to do their assigned work and shall be free of communicable diseases.
- c. Contractor's employees will not disturb papers on desks, open desk drawers or cabinets. Neglect of duties shall not be condoned, sleeping on duty, unreasonable delay or failure to carry out assigned tasks, conducting personal affairs during duty hours, or using telephone for other than official business.
- d. Contractor's employees will report fires, hazardous conditions and items in need of repair, flickering or non-operating lights, leaky faucets, toilet stoppage, etc.
- e. Contractor will assure that specified rooms are locked after cleaning and keys returned to designated recipient.
- f. Contractor will assure that all articles found by employees are given to the COTR.
- g. Disorderly conduct, use of abusive or offensive language, quarrelling, intimidation by words, actions or fighting, participation in activities, which interfere with efficient Government operations, shall not be condoned.
- h. While on duty, employees shall not possess, sell, consume or be under the influence of intoxicants, drugs or substances, which produce similar effects.
- i. The Contractor shall not employ any Federal employee as a contractor employee.

MATERIALS

- a. Contractor will furnish all supplies, materials and equipment necessary for contract work, including, but not limited to:

Cleaners	Receptacles
Detergents	Light bulbs for exit signs
Polishes	Toilet paper, unscented
Plain rags	Toilet seat protective covers
Hand soap (liquid)	Plastic liners for trash containers
Sanitary napkin receptacles	Disinfectants
Floor cleaner/wax	Tile cleaner
Dust control rags	Paper towels (both bathroom & kitchen)
Light bulbs	Deodorants

- b. All materials or methods not specified and which the contractor proposes to use shall be approved by the COTR. It is not intended to preclude the use of new, accepted and approved products or methods.

EQUIPMENT

- a. Within 48 hours after contract award, the Contractor shall submit to the COTR/COR for approval, a complete list of the equipment to be utilized.
- b. Equipment used shall be safe and in good condition. Electrical appliances shall be the most suitable for the purpose intended. **Electrical receptacles in equipment racks will not be used for janitorial purposes.**

UTILITIES

- a. Electrical power will be furnished by the Government at existing power outlets for the operation of equipment.
- b. Hot and cold water will be available to the contractor.

STORAGE SPACE, JANITOR'S CLOSETS, AND LOCKER ROOMS

- a. Space may be assigned to the contractor by the COTR for the storage of bulk supplies and the equipment used in the performance of the work.
- b. If space, closets or lockers are assigned by the COTR to be used by the contractor's employees, any Government furniture or equipment placed there, such as tables, desks, chairs, etc., may be used but will be returned to the government at contract termination in the same condition as that existing at the time of entering into the contract, reasonable and ordinary wear and tear excepted. These areas will be swept daily, kept neat and clean.

- c. Failure to keep any of the facilities described above in a clean and orderly condition may result in the withdrawal of their use.
- d. The Government will not be held responsible for damage and/or loss to contractor's employees' items occasioned by fire, theft, and accident or otherwise.
- e. The Contractor will supply a cabinet suitable for storing flammable supplies. Material Safety Data Sheets shall be kept with the materials and a list of such materials will be submitted to the COTR/COR.

WORK SCHEDULE

Within four days after receipt of contract award, the Contractor will submit to the COR for approval, a complete schedule of his intended work, identifying both day and month work is scheduled to be accomplished.

SAFETY PRECAUTIONS

The Contractor will instruct his/her employees of appropriate safety measures and will not permit them to place mops, brooms, machines and other equipment in traffic lanes or other locations in such a manner as to create safety hazards. Appropriate signs will be provided by the contractor to mark areas that are slippery due to cleaning or waxing operations.

COMBUSTIBLE MATERIALS

Rags, mops, brushes, waxes and other materials which contain a residue of animal, vegetable or mineral oils are subject to spontaneous combustion, will be disposed of outside the building in approved, tightly covered metal containers furnished by contractor.

SANITARY CONDITIONS

Dirty water and cleaning solutions will be disposed of in slop sinks or floor drains designated by the COTR. Floors and fixtures in areas where water is obtained and disposed of will be kept clean, neat and sanitary at all times.

INSPECTIONS

Mandatory monthly inspections of all areas will be made jointly by the COTR and the Contractor. Inspections shall be documented on an FAA Form 4665-3, Contractor Performance Inspection (available at the site).

REDUCTION IN PAYMENT

- a. Upon receipt of written notification by the CO regarding nonconformance of contractual services, the contractor will be given 24 hours to provide the required corrective action. At the end of this period, the Government may have such work done by others, with cost(s) chargeable to the Contractor and deducted from his/her monthly payment.

- b. Repeated failures to perform work as required by the specifications and contract documents may result in termination of the contract.

REQUIREMENT STANDARDS FOR SATISFACTORY PERFORMANCE

ADMINISTRATIVE AREAS:

Administrative areas are all areas that are open to the general circulation of FAA employees, all offices and break rooms, all elevator lobbies and vestibules in the ATCT, and the ATCT stairwell. See descriptions of other areas below.

1. GATHER AND DISPOSE OF ALL TRASH: All trash containers shall have liners and shall be replaced as necessary. This is to include all exterior trash containers and cigarette urns. All waste, including paper, bottles, cups, garbage, packing material and empty shipping containers; loose and in waste containers, etc., shall be removed by the contractor daily. Wash trash container and disinfect when liners rupture or as needed. Contractor employees shall not disturb papers on desks, open desk drawers or cabinets. No boxes shall be removed unless clearly marked "TRASH".

2. FLOORS: Carpet, vinyl tile, ceramic tile, sealed concrete, entry mats, runners, baseboards, and stairs.

- a. Carpet – Vacuum all carpet with an agitating brush cleaner regularly. Steam clean all carpet by spot cleaning, shampooing and dry methods using only products and methods recommended by manufacturer's instructions and stain removal chart. See Section J. Carpet will be free of spots and stains, dust and dirt. Carpet shall be spot cleaned as needed. The Contractor shall coordinate the scheduling with the COTR to accomplish this task.
- b. Vinyl and Ceramic Tile – Sweep, mop, clean floors with cleaners as appropriate to the type of flooring. Floors must be free of swirls, streaks, scuffmarks, greasy film and have uniform, glossy appearance.
- c. Rubber Tile – Sweep and mop floors. **Do not use wax on rubber tiles.**
- d. Sealed Concrete (stairs, most mechanical areas) – Sweep and mop floors with a mild detergent. **Do not use wax on sealed concrete surfaces.**

The Contractor will notify the COTR within one day of any cleaning which will not remove stains, or barriers to accomplishing contract requirements. The Contractor shall recommend an appropriate course of action to correct the problem, for approval to the Contracting Officer.

3. LOW CLEANING – WITHOUT A LADDER: Walls and items which are part of the wall, such as switch plates, items installed against a wall, such as air handling units, partitions, doors, window sills, wainscoting, vents, fire extinguishers, venetian blinds, chalkboards, etc.

- a. Walls will be free of dust, fingerprints, spots, scuff and other marks.
- b. Doors will be free of dust, fingerprints, spots, scuff and other marks.
- c. Formica cabinets and decorative woodwork will be wiped clean and treated with furniture polish resulting in surfaces free of dust, fingerprints, spots, scuff and other marks.
- d. Unpainted metalwork, doorknobs, switch plates, hardware and fire extinguishers, etc. will be free of dust, fingerprints, and spots and polished.
- e. Chalk boards and white boards will be free of chalk marks, fingerprints, streaks, haze and written material, unless marked to the contrary.

- f. Stainless steel cleaner/polish shall be used on all stainless steel surfaces.

4. HIGH CLEANING – WITH A LADDER: Ceilings and items which are part of the ceiling, such as light fixtures, and those areas and items not covered in previous paragraphs; overheads, pipes, ducts, air discharge assemblies, tops of lockers and cabinets, windows and window ledges, exit signs, clocks, venetian blinds.

- a. When dusting does not remove accumulated dirt and grime, the Contractor will wash with a suitable cleaner, resulting in dust free high areas.
- b. Windows and other glass items will be free of dust, fingerprints, and streaks, haze, inside and outside.

5. FURNITURE: All furniture with fabric parts will be cleaned with a solution that will not damage the fabric. A suitable cleaner and polish will be used for metal and wood furniture.

- a. Furniture will be free of dust, stains, spots and other marks that can be removed without refinishing.
- b. Waste containers, recycling bins and ash receptacles will be washed inside and outside and be free of trash, ash, spots, dirty marks and odors. The ash receptacles will be full of sand or appropriate material at all times to prevent fires.
- c. Drinking fountains will be wiped and polished and be free of spots, stains, scale and other dirty marks. Polish all stainless steel surfaces with stainless steel cleaner.

6. RESTROOMS:

- a. Commodes, floors, sinks and shelves will be free of scum, film, scuff marks, water spots and odors. Disinfectants and deodorizers will be used.
- b. Fixtures, dispensers and visible plumbing will be free of dust, film, watermarks, fingerprints and other marks, and be disinfected. Polish all chrome by wiping surface with a clean dry cloth after washing.
- c. All dispensers shall be filled sufficiently to assure constant, adequate supply and soap dispensers will not be clogged.
- d. Mirrors will be free of spots, streaks, haze and film.
- e. Polish all stainless steel surfaces with stainless steel cleaner.
- f. **Do not use any abrasive type cleaner or abrasive cleaning materials such as dry cleanser, "Scotch Bright", or similar type pads.** Contractor may use "Soft Scrub", or similar products with a stiff nylon brush. Do not use any cleaners which stain or discolor surfaces.

7. GLASS DOORS AND MINI BLIND CLEANING: Includes all glass partitions, interior and exterior glass doors, display cases, directory boards, tower windows, inside and out curtain wall glass and cab glass, mirrors, and adjacent trim. Windows including frames, casings and sills, shall be free of dust, dirt, spots, streaks, smudges, water deposits, and other foreign matter. A hose bib is available on the walkway of the cab for rinsing glass and exterior frames.

Mini blinds throughout the building are to be dusted. If dusting is insufficient to remove accumulated dirt, blinds shall be removed and cleaned with an ultrasonic wash method.

8. REFRIGERATOR CLEANING: Clean and deodorize the refrigerators. Wash the outside of box, removing handprints, dirt and scuffmarks.

9. MICROWAVE OVENS & OVEN/RANGE CLEANING: Clean interior and exterior of microwave oven and oven/range to remove handprints, soil and food particles.

10. CLEAN COUNTERS, SINKS AND FIXTURES: A commercial solution shall be used to remove streaks, stains, smudges and other obvious soil. Use stainless steel cleaner/polish on all stainless steel surfaces.

11. ELEVATOR: Wipe down all plastic laminate and vertical surfaces with mild detergent solution. Use stainless steel cleaner/polish on all stainless steel surfaces inside car and on car call buttons. Remove plastic light diffuser lens and dust or wash. Vacuum and clean carpet floor as described above.

12. STAIRWELLS: Sweep regularly and mop as needed all stairs and landings. Do not use wax on the rubber treads. Dust all horizontal surfaces, tops of lights, handrails, cove base, and wash with mild detergent as needed.

13. LIGHTS: Furnish and replace all light fixtures that burn out in any administrative space inside the building. Use lamps identical to the type replaced. This includes wattage, energy star listings and use only low mercury lamps (green ends on the bulbs). Contractor is not responsible for any lights inside the tower cab, in any mechanical area, inside the elevator, or outside the building.

MECHANICAL AND EQUIPMENT AREAS:

Mechanical Areas consist of the areas secured from use by the general flow of FAA personnel.

In the ATCT, this consists of all areas with the following exceptions:

Elevators Lobbies G01, I-101, I-102, I-103, and S-01

Vestibules G-08, I-104, I-304, and S-04

Restroom S-06

Cab C-01, Cab Stair C-02, and the stairwell

In the Base Building, this consists of all the areas with the following exceptions:

Mechanical Room 107A

Electrical Room 109

Boiler Room 110A

Telco Room 112

Equipment Room 118

Fire Pump Room 141

1. Trash – Empty and remove all trash from trash containers.
2. Dusting – Dust all horizontal surfaces, equipment fronts, and cove base. Use electrostatic dusters and be cautious around the equipment. The contractor should not be in the position of hitting any switches or wires in any areas. Wiping with detergent solution – Clean all surfaces that have grime or dirt that cannot be removed with a duster.
3. Sweeping/vacuuming – Sweep and vacuum all floors. Steam clean the carpet according to the administrative schedule.
4. Mopping – Mop according to the administrative schedule; Cleaning/waxing appropriate to the type of flooring.

AIR TRAFFIC AREAS:

The Air Traffic Areas consist of the ATCT Control Cab C-01, ATCT Cab Stair C-02, and the TRACON Room #119. Cleaning of the TRACON and cab area is to be coordinated with on-duty controllers prior to cleaning. Cleaning requirements are identical to the administrative areas as described above with the following exceptions:

1. The ATCT Cab console instruments shall be free of dust, spillage, etc. The console ledges shall be cleaned only, not the sloping surface for the instruments. The Contractor shall NOT use any cleaning fluids on the console sloping surface. When needed, the Contractor shall coordinate with the air traffic controllers and pull up Plexiglas writing surface to clean under the glass. Do not touch the equipment surfaces.
2. The TRACON console instruments shall be free of dust, spillage, etc. The console ledges shall be cleaned only, not the sloping surface for the instruments. The Contractor shall NOT use any cleaning fluids on the console sloping surface. When needed, the Contractor shall coordinate with the air traffic controllers and pull up Plexiglas writing surface to clean under the glass. Do not touch the equipment surfaces.
3. Cab glass cleaning includes all ATCT windows, inside and outside cab glass. Windows including frames, casings and sills, shall be free of dust, dirt, spots, streaks, smudges, water deposits, and other foreign matter. A hose bib is available on the walkway of the cab for rinsing glass and exterior frames.
4. Tower blinds are to be cleaned and dusted per the special cleaning instructions from the supplier, Solar-Screen (see attachment). Pull the shades completely down and dust both sides. Take care to use the proper equipment as to prevent damage to the electronics consoles. The shades are to be dusted according to the administrative schedule, and additionally as needed.
5. The Tower Cab console glass shall be cleaned inside and outside to remove all dust, fingerprints, streaks, haze, etc. This service shall be performed according to the administrative schedule and additionally as needed in the event of the occasional dust storm. The Contractor shall coordinate the daytime scheduling with the COTR to accomplish this task.

ATTACHMENT #1
Billings Logan International Airport ATCT and Base Building
JANITORIAL FREQUENCY SCHEDULE

		Required Cleaning Days:
	REQUIREMENT:	FREQUENCY:
	ADMINISTRATIVE AREAS	
1	Empty All Trash Containers & Cigarette Urns	3 days per week
2a	Vacuum Carpets	2 days per week
2a	Steam Clean Carpet	1st day of Spring and Fall
2b,c,d	Sweep, Mop and Clean Floors	2 days per week
3	Low Cleaning	2 days per week
4	High Cleaning	2 days per week
5	Furniture	2 days per week
6	Restrooms	3 days per week
7	Glass Doors and Mirrors	2 days per week
7	All Other Glass and Mini Blinds	1 st day of Winter, Spring, Summer and Fall
8	Refrigerator	2 days per week
9	Microwaves & Oven/Range	2 days per week
10	Counters, Sinks and Fixtures	2 days per week
11	Elevator	2 days per week
12	Stairwell	1 day per week
13	Lights	As needed
	MECHANICAL AREAS	
1	Empty Trash	1 day every other week
2	Dusting	1 day every other week
3	Wipe Down	1 day every other week
4	Sweep and vacuum	1 day every other week
5	Sweep, mop and Clean Floor	1 day every other week
	AIR TRAFFIC AREAS	
1, 2	ATCT Tower and TRACON Consoles	2 days per week
3	Interior ATCT Cab Glass	1 day per month
3	Exterior ATCT Cab Glass	1 day per month
4	ATCT Cab Blinds	1 day per week

****SPECIAL CLEANING REQUIREMENT: Tower Cab cleaning must be coordinated with the local Air Traffic Manager.**

ATTACHMENT #2
QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

REQUIRED SERVICE	PERFORMANCE STANDARD	ALLOWABLE DEVIATION (per month)	METHOD OF SURVEILLANCE	MAXIMUM DEDUCTION FOR DEVIATION
Remove Waste	Accomplish per specifications and frequency schedule	5 defects	Random Sampling	6%
Wash Waste Containers	Accomplish per specifications and frequency schedule	None	Random Sampling	2%
Low Cleaning	Accomplish per specifications and frequency schedule	5 defects	Random Sampling	5%
High Cleaning	Accomplish per specifications and frequency schedule	5 defects	Random Sampling	5%
Spot Clean Woodwork, Walls, and Partitions	Accomplish per specifications and frequency schedule	5 defects	Random Sampling	5%
Clean Light Fixtures	Accomplish per specifications and frequency schedule	None	Random Sampling	3%
Sweep Floors, Hallways, and Stairs	Accomplish per specifications and frequency schedule	3% of area swept	Random Sampling	5%
Floor Maintenance	Accomplish per specifications and frequency schedule	3% of area maintained	Random Sampling	8%
Mop Floors	Accomplish per specifications and frequency schedule	3% of area mopped	Random Sampling	6%
Vacuum Carpet	Accomplish per specifications and frequency schedule	3% of carpeted area	Random Sampling	6%
Shampoo Carpet	Accomplish per specifications and frequency schedule	1% of carpeted area	100% Inspection	5%
Clean/Refill Restroom Dispensers	Accomplish per specifications and frequency schedule	3 defects	Random Sampling	7%
Clean Restroom Fixtures and Floors	Accomplish per specifications and frequency schedule	3 defects	Random Sampling	8%

Wash Restroom Walls and Doors	Accomplish per specifications and frequency schedule	3 defects	Random Sampling	5%
Glass Cleaning	Accomplish per specifications and frequency schedule	3 defects	Random Sampling	2%
Wash Windows	Accomplish per specifications and frequency schedule	None	100% Inspection	8%
Clean Refrigerators	Accomplish per specifications and frequency schedule	None	100% Inspection	3%
Clean Microwaves	Accomplish per specifications and frequency schedule	None	100% Inspection	3%
Clean Ovens/Ranges	Accomplish per specifications and frequency schedule	None	100% Inspection	2%
Clean Counters, Sinks and Fixtures	Accomplish per specifications and frequency schedule	2 defects	Random Sampling	4%
Clean Entrance Mats	Accomplish per specifications and frequency schedule	1 defect	Random Sampling	1%